

NEWS RELEASE

TENNESSEE DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT



NASHVILLE, TENNESSEE
37243-0655

FOR IMMEDIATE RELEASE: August 10, 2002

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NASHVILLE – Beginning **Monday, August 19**, people living in Sumner, Robertson, and Macon counties will join Davidson County residents in filing for unemployment insurance by telephone, said Tennessee Department of Labor & Workforce Development Commissioner Mark Reineke.

“After a year of operation, we have found that the call center has proved to be a convenient, efficient, and cost-effective means for serving those filing for unemployment insurance,” said Reineke. “Sumner, Robertson, and Macon county residents will make up the first phase of the department’s expansion of the telephone claim process, which we eventually intend to take statewide.”

Claimants are able to complete much of the benefit application via touch-tone phone. Callers are guided through a series of questions they answer by pressing numbers on the telephone keypad. They are then routed to a departmental interviewer who will complete the claims taking process. The claimant’s handbook, other helpful information, and any follow-up documentation will be sent through the mail.

“By using the telephone to file claims, clients do not have to travel long distances to a claims office, complete a lot of paper forms, or stand in line for long periods of time,” said Reineke. “In addition to providing better service, this system will also reduce overhead expenses in the unemployment insurance program.”

To file a claim on or after Monday, August 19, 2001, residents of Sumner and Robertson counties must call **(615) 253-0800**; Macon County residents should call **1-877-813-0950**. Residents of these counties will no longer be able to file a claim through one of the department’s offices in those counties.

Before calling, a claimant should have ready his Social Security Number, driver’s license number, and employment data for the last 18 months of employment, including employers’ addresses and phone numbers.

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